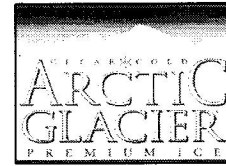


**LECOUPE ARCTIC GLACIER  
O/B MENSOUR ENTERPRISES INC.**

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**Nov. 05, 2013**

**To All Our Valued Customers:**

**As of Nov. 5, 2013, our production is shut down for annual maintenance. Our deliveries of Arctic Glacier Premium ice will continue as usual and we look forward to providing you with the same great service to which you have become accustomed.**

**If you have any questions, please feel free to contact me at any time.**

A handwritten signature in black ink, appearing to read "John Power", with a long horizontal line extending to the right.

**John Power  
Distribution Coordinator  
Lecoupe Arctic Glacier**